ACCESS TO INFORMATION ACT

ANNUAL REPORT TO PARLIAMENT **2011-2012**

ABORIGINAL AFFAIRS
AND NORTHERN DEVELOPMENT
CANADA

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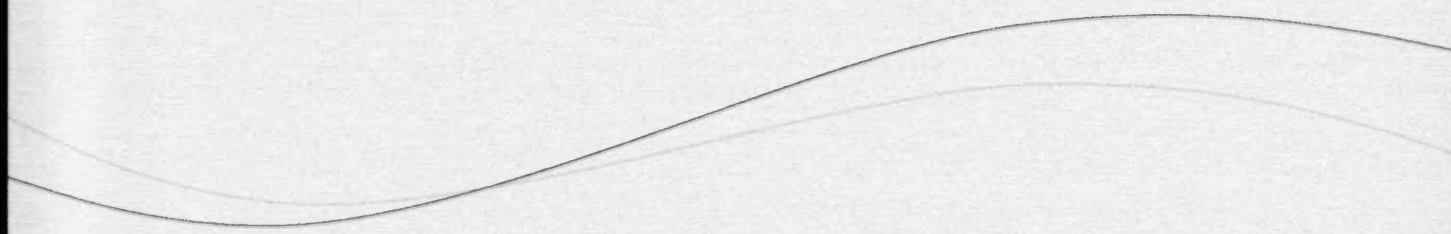

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Access to Information and Privacy Directorate
Aboriginal Affairs and Northern Development Canada
5th Floor, Room 517, Les Terrasses de la Chaudière
10 Wellington Street
Hull QC K1A 0H4

Tel.: 819-934-7143
Fax: 819-953-5492

Email: ATIP-AIPRP@aadnc-aandc.gc.ca
Website: www.aadnc-aandc.gc.ca/eng/1100100010871

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INTRODUCTION

I. Introduction

The purpose of the *Access to Information Act (ATIA)* is to provide Canadians with access to records under the control of federal institutions, except for records subject to limited and specific exemptions and exclusions.

This report, submitted to Parliament pursuant to section 72 of the *Act*, describes the activities of Aboriginal Affairs and Northern Development Canada (AANDC) that support compliance with access to information legislation. The report details the activities and accomplishments of AANDC's Access to Information and Privacy (ATIP) Directorate, including highlights such as:

- Full compliance with the *ATIA* and zero deemed refusals since Q2 2011-2012 during a time of increased demand (AANDC received 158 more requests in 2011-2012 than in 2010-2011);
- Successful elimination of the Department's backlog of access requests;
- Greatly reduced average response time to applicants for requests not requiring extensions (22.5 days since Q2 2011-2012); and
- Expanded training initiatives to increase departmental ATIP capacity and awareness.

Our Department

AANDC supports Aboriginal peoples (First Nations, Inuit and Métis) and Northerners in their efforts to:

- Improve their social well-being and economic prosperity;
- Develop healthier, more sustainable communities; and
- Participate more fully in Canada's political, social and economic development – to the benefit of all Canadians.

AANDC is the federal department primarily responsible for meeting the Government of Canada's obligations and commitments to First Nations, Inuit and Métis, and for fulfilling the federal government's constitutional responsibilities in the North. AANDC's overall mandate and wide-ranging responsibilities are shaped by centuries of history and unique demographic and geographic challenges. The mandate is derived from the *Constitution Act 1982*, the *Indian Act*, the *Department of Indian Affairs and Northern Development Act*, territorial Acts, treaties, comprehensive claims and self-government agreements, as well as various other statutes affecting Aboriginal people and the North.

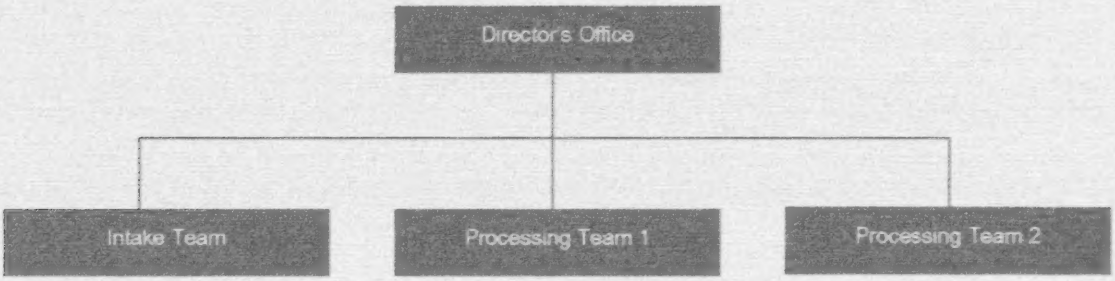
Most of the department's programs, representing a majority of its spending, are delivered through partnerships with First Nation and Aboriginal communities and federal-provincial or federal-territorial agreements. AANDC also works with urban Aboriginal people, Métis and non-status Indians (many of whom live in rural areas) through the Office of the Federal Interlocutor.

II. Organization

ATIP Directorate at AANDC

The ATIP Directorate is responsible for the administration of requests made under the *Act*. It was established within the Corporate Secretariat and reports to the Corporate Secretary, who is directly accountable to the Deputy Head and is a member of the AANDC Senior Management Committee (SMC). The Directorate also coordinates and implements policies, guidelines and procedures to ensure departmental compliance with the *Act*. Workshop presentations, training courses and awareness sessions designed to increase access to information and privacy capacity across the Department are also provided by the Directorate.

The Directorate is comprised of two divisions, the Operations Unit and the Privacy Policy Unit. The Operations Unit is structured as follows:



- The **Director** (EX-01), as institutional ATIP Coordinator, holds full delegated authority under the Act. The Director is supported in day-to-day administrative tasks by the **Administrative Assistant** (AS-01) and in reporting and policy initiatives by the **Reporting Analyst** (PM-03).

- The **Intake Team** is lead by the **Intake Manager** (AS-02), who oversees the in and outflow of requests, and three **Clerks** (CR-04), who enter all applications into the electronic case management system, acknowledge requests, perform imaging services and are responsible for other administrative tasks

- **Processing Teams** are each lead by **Senior Advisors** (PM-05), who are responsible for the oversight of request administration by their team, including review of completed requests, training and capacity building.

- Each Processing Team consists of **Analysts** (a varying mix of PM-04, PM-03 and PM-02 levels), who process requests of varying volume and complexity based on their level.

During the 2011-2012 reporting period, the Operations Unit was challenged by a number of vacancies in its organizational structure. This created a gap in analytical capacity and resulted in reliance upon support from temporary help consultants.

III. Delegation Order

Under section 73 of the *Act*[1], the Minister's authority is delegated to departmental officials in order to administer the *Act* within AANDC.

At the outset of the reporting period, a delegation order dated November 3, 2010 was still in effect following the Department's recent transition to Minister John Duncan (Appendix A). The delegation order designated the following positions as having the authority to administer the *ATIA*:

- Corporate Secretary
- Departmental ATIP Coordinator, who can also sub-delegate to either one of the Team Leader positions.

A new delegation order was signed by Minister Duncan on August 30, 2011 (Appendix B). Under section 73 of the *Act*, the order delegates full authority and responsibility for the *ATIA* to the following positions:

- Deputy Minister
- Associate Deputy Minister
- Departmental ATIP Coordinator

The ATIP Coordinator can also sub-delegate to either one of the Team Leader positions.

[1] *Access to Information Act*, R.S.C., 1985, c. A-1, p. 46

STATISTICS

IV. Interpretation of the Statistical Report

This year marks the first time government institutions are using the new statistical reporting format. AANDC's Statistical Report was submitted to the Treasury Board Secretariat (TBS) on May 17, 2012 (Appendix C). The Report details various aspects of the requests AANDC received and processed during the period of April 1, 2011 to March 31, 2012. With the movement toward open government, many federal institutions are observing an increase in access requests as well as greater scrutiny of their performance with respect to legislation. AANDC experienced this upward trend in the form of 156 more requests than the previous fiscal year, or a 50% increase in volume.

Part 1. Requests under the *Access to Information Act*

1.1 Requests Received

In 2011-2012, AANDC received 470 requests under the *Act* in addition to 136 requests carried over from the previous year. Of these 606 requests, the ATIP Directorate completed 518 requests and carries 88 requests over into the 2012-2013 fiscal year.

1.2 Sources of Requests

Of the 470 requests received during the reporting period, 285 (60.6%) were received from the general public, followed by 82 (17.4%) from members of the media, and 64 (13.6%) were received from businesses (Figure 1.2).

Figure 1.2 Percentage Distribution of Source

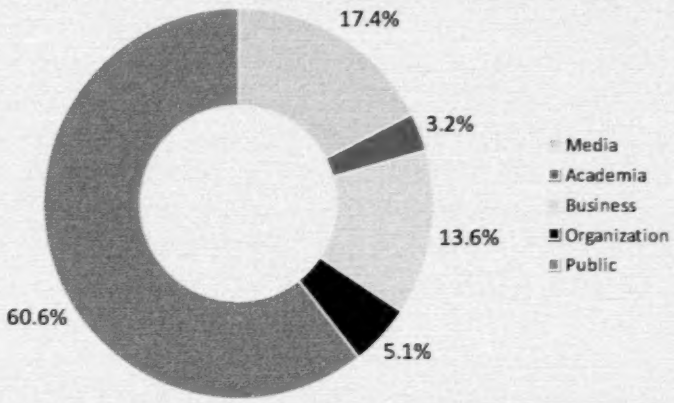


Table 1.2. Sources of Requests

Source	Number of Requests
Public	285
Media	82
Business	64
Organization	24
Academia	15
Total	**470**

Part 2. Requests closed during the reporting period

2.1 Disposition and completion time

Of the 518 requests closed during the reporting period, AANDC was able to fully or partially disclose records in 340 cases (65.6% of the time). In these cases, the majority of requests (275, or 53.1%) took less than 30 days to complete.

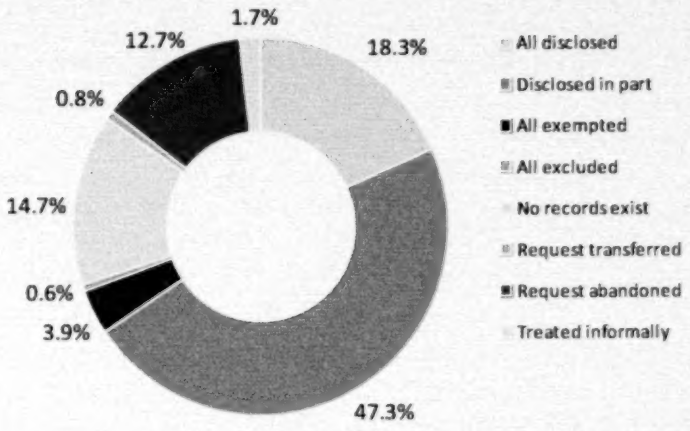
Table 2.1. Disposition and completion time of requests made under the *Access to Information Act*

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	10	46	15	15	2	4	3	**95**
Disclosed in part	5	78	40	27	11	46	38	**245**
All exempted	1	5	1	10	0	3	0	**20**
All excluded	0	2	0	0	0	1	0	**3**
No records exist	14	48	11	1	2	0	0	**76**
Request transferred	4	0	0	0	0	0	0	**4**
Request abandoned	43	10	5	2	1	4	1	**66**
Treated informally	8	1	0	0	0	0	0	**9**
Total	**85**	**190**	**72**	**55**	**16**	**58**	**42**	**518**

It should be noted that in the process of eliminating all backlog requests from previous years, some aged requests that had long been outstanding were closed, resulting in a number of requests with protracted completion times (see Table 2.1, '181 to 365 days' and 'More than 365 days'). In addition, a number of requests required lengthy external consultations, also increasing the number of days required to respond to the requester.

Figure 2.1. Dispositions of closed requests

The most frequent outcome of the requests processed during the reporting period (see Figure 2.1) was 'Disclosed in part', which occurred in 245 requests (47.3%), followed by 'All disclosed' which occurred in 95 requests (18.3%). In 66 cases (12.7%), the request was abandoned by the requester.



2.2 Exemptions

Table 2.2. Number of requests closed where exemption provisions were invoked

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	3	16(2)(a)	1	18(a)	11	20.1	0
13(1)(b)	0	16(2)(b)	1	18(b)	7	20.2	0
13(1)(c)	14	16(2)(c)	4	18(c)	0	20.4	0
13(1)(d)	0	16(3)	1	18(d)	1	21(1)(a)	61
13(1)(e)	0	16.1(1)(a)	1	18.1(1)(a)	10	21(1)(b)	47
14(a)	11	16.1(1)(b)	0	18.1(1)(b)	1	21(1)(c)	38
14(b)	7	16.1(1)(c)	1	18.1(1)(c)	0	21(1)(d)	10
15(1) – I.A.*	4	16.1(1)(d)	0	18.1(1)(d)	0	22	5
15(1) – Def.*	0	16.2(1)	0	19(1)	195	22.1(1)	0
15(1) – S.A.*	0	16.3	0	20(1)(a)	1	23	67
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	67	24(1)	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	24	Total: 630	
16(1)(b)	2	17	4	20(1)(d)	22		
16(1)(c)	9						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

As was the case in previous years, the most common exemption invoked during the reporting period was the severing of personal information pursuant to subsection 19(1) of the *Act*, which was cited in 195 (57.4%) release packages (Table 2.2). The next most common exemptions applied were under subsection 20(1) (92 instances (27.1%)) and 21(1) (155 instances (45.6%)), which protect certain third party and government operations information, respectively.

2.3 Exclusions

During the reporting period, exclusions were predominantly cited pursuant to subsection 69(1), which were applied in 63 requests (18.5%) (Table 2.3). These exclusions generally contained records related to funding via TBS Submissions and Memoranda to Cabinet.

Table 2.3. Number of requests closed where exclusion provisions were applied

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	4	69(1)(a)	12	69(1)(g) re (a)	25
68(b)	0	69(1)(b)	2	69(1)(g) re (b)	0
68(c)	1	69(1)(c)	4	69(1)(g) re (c)	0
68.1	0	69(1)(d)	2	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	18	69(1)(g) re (e)	0
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
Total			**68**	69.1(1)	0

2.4 Format of information released

Over the course of the reporting period, there was an increasing emphasis on the retrieval and disclosure of records in electronic formats (Table 2.4). As of Q2, the vast majority of responses were provided to the requester in CD ROM format. In exceptional cases where the scanning of records rendered portions difficult to read, paper copies were provided in keeping with the duty to assist. By focusing on electronic response packages, we were able to eliminate photocopy fees altogether. In total, AANDC conveyed response packages electronically in 329 (96.8%) requests where records were disclosed.

Table 2.4. Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	3	92	0
Disclosed in part	8	237	0
Total	**11**	**329**	**0**

2.5 Complexity

As part of the new Statistical Report format, several factors affecting the complexity of requests were also captured.

2.5.1 Relevant pages processed and disclosed

During the reporting period, the ATIP Directorate retrieved and reviewed 305,134 pages of records under the control of the Department (Table 2.5.1). This represents a 110% increase over the previous reporting period. Approximately one-third (112,740 pages or 36.9%) of these records were disclosed partially or in their entirety.

In some cases, backlog requests were abandoned by the requester either because they were no longer interested, or because they agreed to open a new request with a revised scope. In such situations some of the retrieved records (30,577 pages) had already been reviewed prior to abandonment.

In one instance, a request was closed where all records had been exempted under the provisions of the *Act*. Following this closure and pursuant to the duty to assist, the ATIP Directorate agreed to release three pages of records that were not pertinent to the original request but useful to the requester. A similar decision was made for a request where all records were excluded and 314 pages of other records were released to the requester post-closure under the duty to assist.

Table 2.5.1. Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	26,090	16,694	95
Disclosed in part	247,019	95,776	245
All exempted	1,089	3	20
All excluded	359	314	3
Request abandoned	30,577	0	66
Total	**305,134**	**112,787**	**429**

2.5.2 Relevant pages processed and disclosed by size of requests

More than half of the requests where records were retrieved (225 or 52.4%) required 100 pages of processing or less (Table 2.5.2). On the other end of the spectrum, the ATIP Directorate administered 61 requests (14.9% of all requests reported in Table 2.5.2) that required treatment of over 1,000 pages, including 11 requests of over 5,000 pages to process. These 61 high-volume requests also accounted for 74,043 (24.3%) pages disclosed over the course of the reporting period.

Table 2.5.2. Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Requests	Pages disclosed	Requests	Pages disclosed	Requests	Pages disclosed	Requests	Pages disclosed	Requests	Pages disclosed
All disclosed	64	1,016	19	3,625	8	4,005	3	764	1	7,284
Disclosed in part	85	2,465	70	11,306	37	16,010	44	44,907	9	21,088
All exempted	15	3	5	0	0	0	0	0	0	0
All excluded	2	0	1	314	0	0	0	0	0	0
Abandoned	59	0	2	0	1	0	3	0	1	0
Total	**225**	**3,484**	**97**	**15,245**	**46**	**20,015**	**50**	**45,671**	**11**	**28,372**

2.5.3 Other complexities

Throughout the reporting period, the ATIP Directorate navigated several challenges that increased the complexity of its requests. The most frequent of these factors was the need for consultation on records containing information pertinent to other government institutions or third parties. AANDC consulted 174 times with these stakeholders, with the most frequent outcome of full or partial disclosure of records (152 instances).

Table 2.5.3. Other complexities related to requests closed during reporting period

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	27	5	1	0	33
Disclosed in part	125	40	51	0	216
All exempted	13	0	1	0	14
All excluded	1	0	0	0	1
Abandoned	8	10	0	0	18
Total	**174**	**55**	**53**	**0**	**282**

AANDC also encountered challenges in administering lengthy and complex files. Consequently, we piloted an approach to dealing with large complex files from multiple requesters on a sole topic. Our approach consisted of obtaining consent from each one of the 26 requesters to apply an extension to their file and administer all 26 requests as one single file. In return, AANDC committed to interim releases and waived all search and retrieval fees. In this way, we were able to ensure timelines were met. Feedback from requesters was overwhelmingly positive, prompting us to use this approach in similar situations.

2.6 Deemed refusals

All deemed refusals left outstanding from 2010-2011 were completed by Q3 of the reporting period. The large number of deemed refusals closed during 2011-2012 are a testament to AANDC's successful strategy to eliminate its backlog of requests.

2.6.1 Reasons for not meeting statutory deadline

AANDC carried 62 backlog requests into the 2011-2012 fiscal year, accounting for 72.3% of the requests in Q1 where the Department did not meet its statutory deadline. As identified in AANDC's backlog resolution strategy during 2010-2011, some of these requests required extensive external consultations or the re-retrieval and review of records (Table 2.6.1). For the remaining 23 requests, excessive workload during staffing challenges was a primary reason for not meeting statutory deadlines. As of Q2, AANDC only recorded one deemed refusal, resulting in an average compliance rate of 100%.

Table 2.6.1. Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principle Reason			
	Workload	External consultation	Internal consultation	Other
85	52	33	0	0

2.6.2 Number of days past deadline

Certain backlog requests carried into 2011-2012 had no extensions applied to them. The preponderance of these requests (29 of 33, or 87.9%) was closed at least 60 days after the original statutory deadline (Table 2.6.2). In addition, some backlog requests did have extensions applied to them but were still closed well after their new deadlines (47 of 52 requests, or 90.4%, were closed more than 60 days after the deadline).

Table 2.6.2. Number of days requests were closed past their statutory deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	2	2	4
16 to 30 days	0	2	2
31 to 60 days	2	1	3
61 to 120 days	9	8	17
121 to 180 days	5	7	12
181 to 365 days	8	17	25
More than 365 days	7	15	22
Total	**33**	**52**	**85**

2.7 Requests for translation

During the reporting period, there were no instances where requesters asked that responsive records be translated to another official language.

Part 3. Extensions

3.1 Reasons for extensions and disposition of requests

The most frequent reason for extending the statutory timeline of requests was due to interference with operations, pursuant to Section 9(1)(a) of the *Act*. For requests closed in 2011-12, these extensions were applied in 127 (24.5%) instances, including backlog files. However, this extension type was only applied 46 times to new requests during the 2011-2012 fiscal year and mostly in Q1; since the start of Q2, only 4 requests had this type of extension applied. This figure is explained by AANDC's reliance on extensions to process the requests received in Q1; in this way we were able to meet our statutory obligations while also focusing on the elimination of the backlog. As of Q2, however, a new policy was introduced requiring analysts to get managerial approval for any and all extensions. As a result, the incidence of extensions under 9(1)(a) virtually disappeared, and whenever extensions were applied under 9(1)(b) or (c), all records not being consulted on were generally released in the first 30 days.

In all cases where extensions pursuant to 9(1)(a) were taken, the requests resulted in dispositions of 'All disclosed' or 'Disclosed in part' in 91.3% of cases; where an extension was taken under either 9(1)(a), (b) or (c), records were fully or partially disclosed on average 88.7% of the time.

Table 3.1. Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with Operations	9(1)(b) Consultation		9(1)(c) Third Party Notice
		Section 69	Other	
All disclosed	21	1	2	5
Disclosed in part	95	21	57	26
All exempted	2	0	5	8
All excluded	0	1	0	0
No records exist	3	0	0	0
Request abandoned	6	0	3	1
Total	**127**	**23**	**67**	**40**

3.2 Length of extensions

The vast majority of extensions applied during the reporting period were less than 180 days (94.2% of the time). In a handful of instances, longer extensions of greater than 180 days were applied due to significantly large volumes of records or the requirement of lengthy external consultations with third parties or the Privy Council Office (PCO).

Table 3.2. Length of extensions

Length of extension	9(1)(a) Interference with Operations	9(1)(b) Consultation		9(1)(c) Third Party Notice
		Section 69	Other	
30 days or less	16	4	17	0
31 to 60 days	19	0	12	29
61 to 120 days	19	4	16	6
121 to 180 days	63	13	20	4
181 to 365 days	6	2	2	1
365 days or more	4	0	0	0
Total	**127**	**23**	**67**	**40**

The length of extensions applied under paragraphs (b) and (c) was largely dependent on timeframes decided by the Other Government Department (OGD); for example, PCO requires 180 days for all consultations on Cabinet confidences and the Department of Justice (DOJ) requires a range of days depending on the volume. Whenever an extension of over 30 days was applied, we notified the OIC.

Part 4. Fees

AANDC collected $1,700 in application fees and successfully waived $682 in fees over the course of the reporting period (Table 4). The movement toward electronic release of information has allowed the Department to avoid assessing fees for reproduction and preparation costs. AANDC will continue to emphasize electronic release of records wherever possible.

Table 4. Fees Collected and Waived

Fee Type	Fee Collected		Fee Waived or Refunded	
	# of Requests	Amount	# of Requests	Amount
Application	383	$1,915	135	$675
Search	3	$751	0	$0
Production	0	$0	1	$132
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	3	$103	8	$540
Total	**389**	**$2,816**	**144**	**$1,347**

Part 5. Consultations received from other institutions and organizations

5.1 Consultations received from other institutions and organizations

AANDC received 168 consultations on a total of 6,284 pages from other government institutions and organizations on their own access requests, in addition to 14 consultations carried over from the previous year, for a total of 182 consultations (Table 5.1). This represents a 43.3% increase from the 127 consultations received in 2010-2011.

The ATIP Directorate completed 177 consultations and will carry over 5 into the 2012-2013 fiscal year.

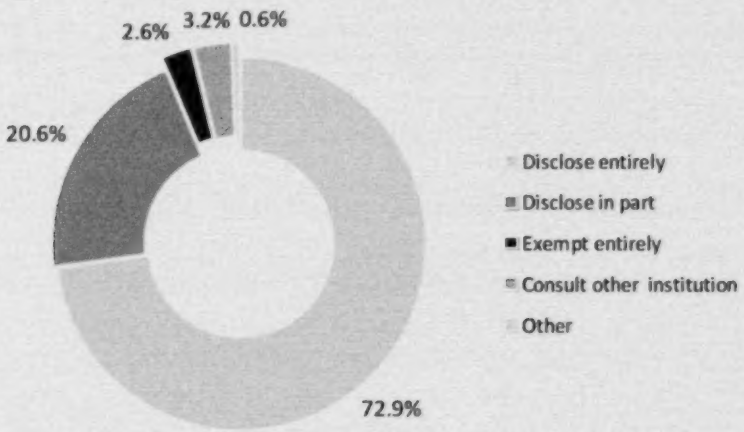
Table 5.1. Consultations received from other institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	148	5,383	20	521
Outstanding from the previous reporting	12	380	2	0
Total	**160**	**5,763**	**22**	**521**
Closed during the reporting period	155	5,456	22	521
Pending at the end of the reporting period	5	307	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

For the purposes of this section, "other government institutions" are other institutions subject to the *Access to Information Act*. In the majority of cases (113 consultation requests, or 72.9% of all consultation requests) AANDC recommended that the government institution disclose the consulted pages in their entirety (Figure 5.2).

Figure 5.2. Recommendations and completion time for consultations received from other government institutions



The bulk of consultations processed by the ATIP Directorate (144 consultation requests, or 92.9% of all consultation requests) were completed within 30 days of their receipt (Table 5.2). There were no occurrences where AANDC required longer than 94 days to provide a response to the consulting institution.

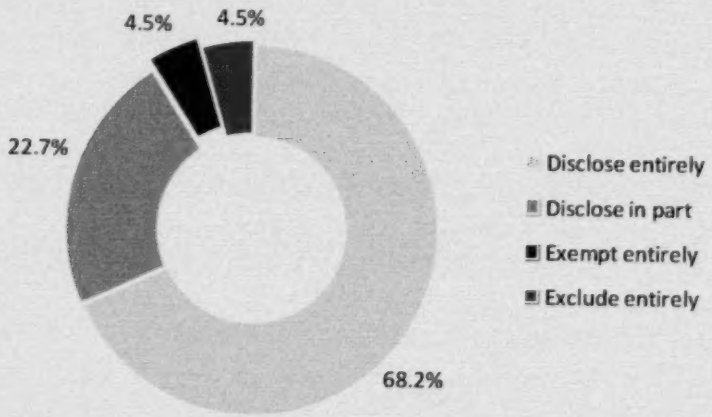
Table 5.2. Recommendations and completion time for consultations received from other government institutions

Recommendations	Number of days required to complete consultations							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	48	59	5	1	0	0	0	113
Disclose in part	13	17	2	0	0	0	0	32
Exempt entirely	1	1	2	0	0	0	0	4
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	3	2	0	0	0	0	0	5
Other	0	0	1	0	0	0	0	1
Total	**65**	**79**	**10**	**1**	**0**	**0**	**0**	**155**

5.3 Recommendations and completion time for consultations received from other organizations

For the purposes of this section, other organizations include the governments of the provinces, territories and municipalities and of other countries. In the majority of cases (15 consultation requests, or 68.2% of all consultation requests) AANDC recommended that the organization disclose the consulted pages in their entirety (Figure 5.3).

Figure 5.3. Recommendations for consultations received from other organizations



Most consultation requests closed during the reporting period (20 consultation requests, or 92.9% of all consultation requests) were completed within 30 days (Table 5.3). There were no occurrences where AANDC required longer than 60 days to provide a response to the consulting organization.

Table 5.3. Recommendations and completion time for consultations received from other organizations

Recommendations	Number of days required to complete consultations							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	7	6	2	0	0	0	0	15
Disclose in part	3	2	0	0	0	0	0	5
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	1	0	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	**11**	**9**	**2**	**0**	**0**	**0**	**0**	**22**

Part 6. Completion time of consultations on Cabinet confidences

During 2011-2012, AANDC sent 49 consultations on the application of section 69 of the *Act* to the Cabinet Confidences Section of PCO (Table 6). This is one factor that contributed to the deemed refusal rate in Q1.

Table 6. Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	13	3
16 to 30	12	9
31 to 60	2	1
61 to 120	6	6
121 to 180	8	8
181 to 365	7	7
More than 365	1	1
Total	**49**	**35**

Part 7. Resources related to the *Access to Information Act*

7.1 Costs

In 2011-2012, AANDC spent $748,970 on the administration of the *Act*, which is a decrease of $101,442 (or 11.9%) from the $850,413 expended 2010-2011. In particular, $171,107 less was devoted to salary while AANDC spent $160,919.98 more on operations, including professional services contracts (Table 7.1). This is indicative of the staffing challenges that the ATIP Directorate faced during the reporting period and its reliance on consultants from temporary help agencies.

Table 7.1. Costs for the administration of the *Access to Information Act*

Expenditures	Amount
Salaries	$568,790
Overtime	$6,146
Goods and Services	$174,034
➢ Professional services contracts	$141,471
➢ Other	$32,563
Total	**$748,970**

7.2 Human Resources

The Operations Unit within the ATIP Directorate consisted of 13 full-time employees and one part-time employee dedicated partially to access to information activities (Table 7.2). Over the course of the reporting period, AANDC hired 11 consultants or agency personnel to aid in administering the *Act* and clearing the backlog.

Table 7.2. Human resources dedicated to the administration of the *Access to Information Act*

Resources	Dedicated full-time to ATI Activities	Dedicated part-time to ATI activities	Total
Full-time employees	0	13	13
Part-time and casual employees	0	1	1
Regional staff	0	0	0
Consultants and agency personnel	2	9	11
Students	0	0	0
Total	**2**	**23**	**25**

V. Other ATIP Directorate Functions

Throughout the reporting period, the ATIP Directorate also processed other types of files than formal requests under the *Act*, and consultation requests from other organizations. These include informal requests from the public as well as various other services provided internally to the Department. In total, the Directorate received nearly 2,300 ATIP-related requests in 2011-2012.

Informal Treatment of Access Requests

AANDC receives requests for information that can be answered without citing the *ATIA* but keeping within the spirit of the legislation. No five dollar application fee is required.

Requests are treated informally when the information requested is mostly in the public domain or can be disclosed for other reasons (example: a band audit to a band member). In total, the ATIP Directorate treated 108 access-related requests through informal means in 2011-2012.

Any copy of a release package from a previously completed request under the *Act*, as listed on the AANDC Completed Access to Information Requests web page[2], is captured as an informal access request. In 2011-2012, the Directorate processed 43 such requests, totaling the review and re-release of 209 previous requests under the *Act*.

[2] *Completed Access to Information Requests, http://www.aadnc-aandc.gc.ca/prodis/atip/rqs-eng.asp*

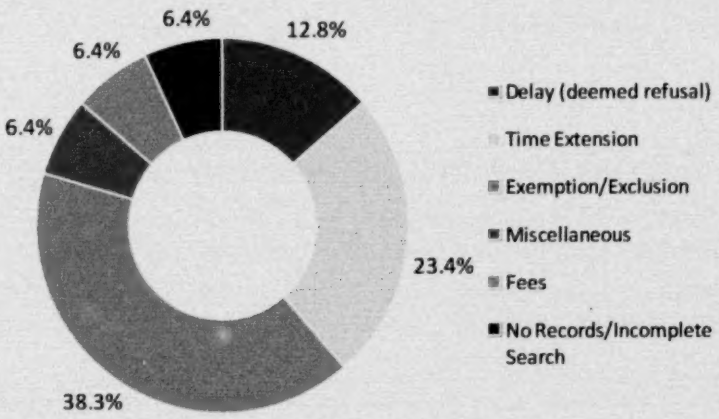
VI. Complaints and Investigations

During the 2011-2012 reporting period, there were 47 complaints registered with the Office of the Information Commissioner (OIC) against AANDC (Table VI.1). The most frequent reason for a complaint was application of exemptions and exclusions (18 complaints, 38.3%) followed by the application of time extensions (11 complaints, 23.4%). The third-most frequent type of complaint registered was the citation of delay in providing access to records (six complaints, 12.8%).

Table VI.1. Number of complaints received

Type of Complaint	Number of Complaints
Exemption/Exclusion	18
Time Extension	11
Delay (Deemed Refusal)	6
No Records/Incomplete	3
Fees	3
Miscellaneous	3
Total	**47**

Figure VI.1. Percent distribution of complaint reasons



AANDC also carried over a total of 57 complaints from the previous fiscal period and other years. Having made significant improvements in our compliance rate and backlog of requests in addition to a decline of complaints registered with the OIC, we turned our attention to resolving the backlog of complaints.

AANDC and OIC undertake new Pilot Project in 2011-2012

In Q2, we proposed a pilot project to the OIC to try to resolve the outstanding complaints. The project had several objectives:

- Reduce the negative impact on AANDC's and OIC's workload by eliminating multiple analysts or investigators working on complaints and instead assigning one dedicated, specialized resource from each office to collaboratively address outstanding files;
- Close as many files as quickly as possible;
- Use technology to leverage efficiencies in tracking project progress and increase communication between two offices; and

- Identify creative solutions and approaches to address long-standing, onerous and more complex complaints.

We also hoped that if this approach was successful, the OIC would see a decrease in their backlog of AANDC complaints and boost their number of files being closed within the 90-day period.

AANDC commends the OIC for agreeing to engage in the Pilot Project and to approach complaint resolution in a collaborative manner.

Preliminary Results of the AANDC/OIC Pilot Project

Of the 77 complaints initially listed at the outset of the project, 29 have been closed since Q2, amounting to 38% of all outstanding complaints closed. AANDC reiterates that its commitment to early resolution remains strong and it hopes to close all remaining complaints not yet resolved within last fiscal year as quickly as possible. The department has submitted records and rationales for all other complaint files on the pilot project list, and is now awaiting OIC findings on the remainder.

The pilot project highlighted issues that have impacted upon AANDC's processing of requests under the *ATIA*. While the project has been a worthwhile approach to resolve complaints, the OIC's investigative processes and expectations demanded increased workload and financial and human resources from AANDC that were not foreseen at the outset.

Most notably is the different interpretation of the *Act* at TBS (who is the authority designated to set policies under the *Act*) and the OIC (the agent of Parliament who investigates complaints). Specifically, findings from the OIC on the Duty to Assist, on extensions and application fees differ from TBS policy and interpretation of the *Act*. The impact of this difference on AANDC has been a number of OIC findings on complaints of "well-founded", when in fact the Department has been following TBS policy. The final numbers on complaints for AANDC reflect this issue (Table VI.2).

Another factor explaining the proportion of well-founded complaints is that the OIC finding does not always reflect the complaint. For example, while a complaint may be filed with respect to the application of an exemption, the OIC finding may relate to a different aspect of the file, such as Duty to Assist or search for records, even though such issues were not raised by the complainant. The expansion of investigations by the OIC beyond the original complaint has imposed a significantly higher workload on the Department and has prolonged complaint files that the Department judged to be straightforward.

Nonetheless, AANDC will continue to look for approaches which support early, effective and efficient resolution of any new complaints to the OIC.

Table VI.2. Findings of completed investigations

Type of Finding	Number of Occurrences
Well-founded, Resolved without recommendations	22
Discontinued	16
Well-founded with recommendations, Resolved	9
Settled	5
Not well-founded	1
Total	**53**

HIGHLIGHTS

VII. 2011-2012 Points of Interest

Commitment to Transparency

Under the strong leadership and support of its senior management, AANDC went to great effort to build and improve upon the way it administers the *ATIA*. Immediately upon receiving the recommendations from the Office of the Information Commissioner's (OIC) 2008-2009 Report Card[3] in December 2009, senior management began close tracking and oversight of access to information operations. Under their direction, a workload analysis was undertaken, followed by a report on management gaps and mapping of the ATIP process. Senior management was apprised of the administration of access requests via weekly reports on incoming and outgoing volume. Additionally, a report on record retrieval performance by program areas was developed for monthly tabling at Senior Management Committee.

Furthermore, the classification of the head of the ATIP Directorate was upgraded to executive level, and the incumbent hired in late Q1 had significant experience. AANDC also staffed two permanent positions at the PM-05 level with experienced ATIP professionals to be team leaders and provide ongoing individual coaching and mentoring to analysts as needed.

The resulting improvement is reflected in AANDC's achievement and maintenance of full compliance with the *ATIA*'s statutory deadlines since Q2, as well as the following highlights:

Elimination of Backlog Requests

Last fiscal year, the ATIP Directorate faced significant challenges brought about by the accumulation of late requests carried forward from previous years. The backlog of requests arose primarily from extensive capacity issues and staff turnaround within the Directorate. As a result, by November 2010 the backlog had grown to 115 late requests.

Under the direction of the Associate Deputy Minister, the ATIP Directorate undertook a comprehensive strategy to eliminate the backlog and continue promoting timely access to AANDC records. The strategy was successful in reducing the backlog from 115 to 63 requests in 2010-2011. During the 2011-2012 reporting period, the Directorate continued its strategy to completion, closing its final backlog request in early Q4.

[3] *Out of Time: 2008-2009 Report Cards*, 2010, p.117

Quicker Response Times

In 2010-2011, it was reported by the Office of the Information Commissioner that the average time AANDC took to complete a request was 128 days. As of Q2 2011-2012, AANDC's average completion time on requests that do not require extension decreased to approximately 22.5 days, well under the 30 days permitted by legislation.

Education and Training

Educating staff on the *ATIA* as well as its implications on the Department and its functions are of paramount importance to AANDC.

With a solid understanding of *ATIA*, staff is better able to handle requests for records and respond with greater confidence and efficiency. As such, AANDC has made it a priority to train staff on understanding and implementing the TBS policies and procedures related to the *ATIA* and meeting the acceptable criteria for institutional ATIP capacity set out within the Management Accountability Framework (MAF) Area of Management (AoM) 12.6.

In total, the ATIP Directorate held 59 training sessions (over 800 employees, including headquarters and regional offices) on the *ATIA* as part of its AANDC-wide training plan.

Ultimately, staff training will continue to improve AANDC's capacity to meet their legislative obligations, including the "Duty to Assist" requesters, as per the *Federal Accountability Act* (FAA) and the TBS *Directive on the Administration of the Access to Information Act*.

Meetings with AANDC Sector Heads on ATIP Roles and Responsibilities

Beginning in Q4, the Corporate Secretary and ATIP Director began meeting with the Assistant Deputy Ministers (ADMs) of each sector to describe their roles and responsibilities with respect to the administration of the *ATIA* within the Department. These informational meetings describe the importance of the *ATIA*, the functions of the ATIP Directorate and the critical pathway of formal requests from their receipt all the way to completion. ADMs were made aware of key players, processes, timeframes, sign-offs and reporting instruments that are involved so that AANDC remains consistent and timely in its responses. These meetings have been fruitful and will continue into 2012-2013.

Upgrade to Case Management Software

In Q3, the ATIP Directorate upgraded its case management software (AccessPro Suite Version 2.1), which provides greater support and resolves several reoccurring errors. During Q4, several staff members were provided with system administrator rights and training, allowing the Directorate greater capacity to customize or correct system issues in-house.

VIII. Changes to the Organization, Policies, Guidelines and Procedures

Organization Changes

As described above, the head of the ATIP Directorate was upgraded to executive level and several key positions were staffed during the reporting period. The Directorate still faces the challenge of filling certain vacant positions within its Operations Unit, but there were no integral changes to the organizational structure overall.

Procedural Changes

AANDC implemented the following procedural changes during the reporting period:

- **Updated Accountability Reporting to Senior Management**

As an accountability measure within the Department, the ATIP Directorate produces a monthly report to Senior Management Committee (SMC) indicating sector and regional office performance with respect to the retrieval of records. This report was revised in Q3 for greater accuracy and tracks the number of on-time and late retrieval responses per month. The report also captures workload and performance trends over multiple months and fiscal years.

- **Internal Advisory Process**

In Q4, the ATIP Directorate revised its internal advisory process and mapped out the critical processes involved in completing formal requests. This pathway denotes the key roles, actions and timeframes that Departmental staff is responsible for in responding to a request under the *Act*. This pathway was approved by the Associate Deputy Minister and circulated to Senior Management Committee Members.

- **Sector Sign-off**

At the request of senior management, the ATIP Directorate implemented a process to ensure all callouts for records were signed off at the ADM level. In this way, AANDC has ensured that the set of records provided by each sector is complete and benefits from high level recommendations.

- **5 and 7 Day Reminder System**

Integrated into the critical pathway of formal requests is a reminder system to advise sectors of their impending due dates for record retrieval. When the ATIP Directorate tasks a sector with retrieving records that are relevant to a request, the sector is given seven calendar days to complete an Impact Statement and provide these records. During this timeframe, the Intake Unit will send email reminders to sector ATIP Liaison Officers (ALOs) on the fifth and seventh days to ensure that ALOs are aware of approaching deadlines.

- **Monday Management Meetings**

At the beginning of each week, the management team of the ATIP Directorate meets to focus on upcoming files, ensuring that requests are on track and that impending releases are completed within the statutory deadline.

- **Provision of Electronic Records**

As of Q2, records were provided to the requester on CD ROM in the vast majority of cases. Only in exceptional cases were paper copies provided in keeping with the principles of the duty to assist the requester.

By focusing on electronic response packages, photocopy and reproduction fees were eliminated altogether. Electronic transmittal of records greatly reduces the amount of paper used in the Directorate and eliminates the time required to print release packages. In an ongoing effort to streamline and expedite the administration of requests, the ATIP Directorate is examining the feasibility of electronic intake.

APPENDIX A

Order of Delegation of the *Access to Information Act* dated November 3, 2010.

Ministre des Affaires indiennes et du Nord canadien, interlocuteur fédéral auprès des Métis et des Indiens non inscrits et ministre de l'Agence canadienne de développement économique du Nord

Minister of Indian Affairs and Northern Development, Federal Interlocutor for Métis and Non-Status Indians and Minister of the Canadian Northern Economic Development Agency

Ottawa, Canada K1A 0H4

NOV - 3 2010

Loi sur l'accès à l'information - Ordonnance de délégation de pouvoirs

En application des pouvoirs de désignation qui me sont conférés en vertu de l'article 73 de la *Loi sur l'accès à l'information*, j'autorise par les présentes les employés exerçant des fonctions ou occupant le poste de Secrétaire du ministère, secrétariat du ministère (**numéro** de poste 12294), le Coordonnateur (**numéro** de poste 62185) de l'Accès à l'information et de la protection des renseignements personnels et les employés qui les succéderont, y compris les employés qui les remplacent en leur absence, ou toute personne ou agent désigné par écrit pour les remplacer, à exercer ces pouvoirs, responsabilités ou fonctions dévolus au ministre en tant que Chef de cette institution administrative en vertu de la *Loi*, et tel qu'énoncés dans l'annexe A ci-jointe.

J'autorise par la présente les conseillers principaux de l'Accès à l'information et de la protection des renseignements personnels (**numéros** de postes 62364, 12590 et 12061) et ceux qui les succéderont, y compris, en leur absence, toute personne ou agent désigné par écrit pour agir en son nom, à exercer les pouvoirs, les responsabilités ou les fonctions dévolus au ministre en tant que Chef

Access to Information Act – Delegation Order

Pursuant to the powers of designation conferred upon me by Section 73 of the *Access to Information Act*, the persons exercising the functions or positions of Corporate Secretary, Corporate Secretariat (position **number** 12294), and the departmental Access to Information and Privacy Coordinator (position **number** 62185) and their respective successors, including in their absence, a person or officer designated in writing to act in the place of the holder of any such functions or positions are hereby designated to exercise those powers, duties or functions of the Minister as the Head of the government institution under the *Act*, and as set out in the attached Schedule A.

The departmental Access to Information and Privacy Senior Advisors (position **numbers** 62364, 12590 and 12061) and their respective successors, including in her/his absence, a person or officer designated in writing as being authorized to act in the place of the holder of any such function or position, are hereby designated to exercise those powers, duties or functions of the Minister as

Canada

de cette institution administrative du gouvernement en vertu de la *Loi*, et tel qu'énoncés dans l'annexe B ci-jointe.

the Head of the government institution under the *Act*, and as set out in the attached Schedule B.

Ministre des Affaires indiennes et du Nord Canadien
Minister of Indian Affairs and Northern Development

Signé à Gatineau, le 2010
Dated at Gatineau, the 3rd of, November 2010

SCHEDULE A

DEPARTMENT OF INDIAN AFFAIRS AND NORTHERN DEVELOPMENT
SCHEDULE TO DELEGATION ORDER

DESIGNATION PURSUANT TO SECTION 73 OF
THE *ACCESS TO INFORMATION ACT*

Sections and Powers, Duties or Functions

6	Advise requesters that we need additional information to proceed with their request
7(a)	Give written notice to requestor that we can proceed with the request
8(1)	Transfer request to another institution or accept transfer from another institution
9	Extend time limits
10	Refuse to acknowledge or deny the existence of records
11	Charge additional fees
12(2)(3)	Provide access in alternate format
13	Exempt information obtained in confidence
14	Exempt information pertaining to federal-provincial affairs
15	Exempt information pertaining to international affairs and/or defence
16	Exempt information pertaining to law enforcement and investigations
17	Exempt information pertaining to the safety of individuals
18	Exempt information pertaining to the economic interests of Canada
19	Exempt personal information
20	Exempt or disclose third party information
21	Exempt information pertaining to advice, decision-making processes of government plans and positions etc.
22	Exempt information pertaining to testing procedures or audits
23	Exempt information pertaining to solicitor-client privilege
24	Exempt information subject to statutory prohibitions or other *Acts* of Parliament
25	Sever information
26	Exempt information to be published within 90 days
27(1)(4)	Notify third parties of their rights to provide comments/representations regarding the disclosure of their records
28(4)	Receive third party representations; make a decision as to whether to disclose the record or part thereof; and, notify third party of right to appeal to Federal Court
29(1)	Disclose information on Information Commissioner's recommendation
33	Advise the Information Commissioner of any third party involvement
35(2)	Make representations to the Information Commissioner during an investigation
37(4)	Release information to complainant

43(1)	Issue a notice to a third party of an application for Court review
44(2)	Issue a notice to an applicant that a third party has applied for Court review
52	Request special rules for hearings
69	Exclude Cabinet Confidences
71	Inspect and exempt information in manuals
72(1)	Prepare Annual Report to Parliament
77	Carry out responsibilities conferred to the Head of the institution by the regulations made under section 77 which are not included in the above

SCHEDULE B

DEPARTMENT OF INDIAN AFFAIRS AND NORTHERN DEVELOPMENT
SCHEDULE TO DELEGATION ORDER

DESIGNATION PURSUANT TO SECTION 73 OF
THE *ACCESS TO INFORMATION ACT*

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33	Advise the Information Commissioner of any third party involvement
35(2)	Make representations to the Information Commissioner during an investigation
43(1)	Issue a notice to a third party of an application for Court review
44(2)	Issue a notice to an applicant that a third party has applied for Court review

APPENDIX B

Order of Delegation of the *Access to Information Act* dated August 30, 2011.

Ministre des Affaires indiennes et du Nord canadien et interlocuteur fédéral auprès des Métis et des Indiens non inscrits

Minister of Indian Affairs and Northern Development and Federal Interlocutor for Métis and Non-Status Indians

Ottawa, Canada K1A 0H4

Loi sur l'accès à l'information - Ordonnance de délégation de pouvoirs

En application des pouvoirs de désignation qui me sont conférés en vertu de l'article 73 de la *Loi sur l'accès à l'information*, j'autorise par les présentes les employés exerçant des fonctions ou occupant le poste de sous-ministre (numéro de poste 00001), sous-ministre délégué(e) (numéro de poste 00000006), bureau du sous-ministre; secrétaire du Ministère, (numéro de poste 12294), secrétariat du Ministère; et le coordonnateur de l'Accès à l'information et de la protection des renseignements personnels (numéro de poste 20003872) et les employés qui les succéderont, y compris les employés qui les remplacent en leur absence, ou toute personne ou agent désigné par écrit pour les remplacer, à exercer ces pouvoirs, responsabilités ou fonctions dévolus au ministre en tant que chef de cette institution administrative en vertu de la Loi, et tel qu'énoncés dans l'annexe A ci-jointe.

Access to Information Act – Delegation Order

Pursuant to the powers of designation conferred upon me by Section 73 of the *Access to Information Act*, the persons exercising the functions or positions of Deputy Minister (position number 00001), Associate Deputy Minister (position number 00000006), Deputy Minister's Office; Corporate Secretary, (position number 12294), Corporate Secretariat; and the departmental Access to Information and Privacy Coordinator (position number 20003872) and their respective successors, including in their absence, a person or officer designated in writing to act in the place of the holder of any such functions or positions are hereby designated to exercise those powers, duties or functions of the Minister as the Head of the government institution under the Act, and as set out in the attached Schedule A.

J'autorise par la présente les conseillers principaux de l'Accès à l'information et de la protection des renseignements personnels (numéros de postes 62364, 12590 et 12061) et ceux qui les succéderont, y compris, en leur absence, toute personne ou agent désigné par écrit pour agir en son nom, à exercer les pouvoirs, les responsabilités ou les fonctions dévolus au ministre en tant que chef de cette institution administrative du gouvernement en vertu de la Loi, et tel qu'énoncés dans l'annexe B ci-jointe.

The departmental Access to Information and Privacy Senior Advisors (position numbers 62364, 12590 and 12061) and their respective successors, including in her/his absence, a person or officer designated in writing as being authorized to act in the place of the holder of any such function or position, are hereby designated to exercise those powers, duties or functions of the Minister as the Head of the government institution under the Act, and as set out in the attached Schedule B.

Ministre des Affaires indiennes et du développement du Nord
Minister of Indian Affairs and Northern Development

Signé à Gatineau, le 2011
Dated at Gatineau, the 30 of Aug 2011

Canada

SCHEDULE A

DEPARTMENT OF INDIAN AFFAIRS AND NORTHERN DEVELOPMENT
SCHEDULE TO DELEGATION ORDER

DESIGNATION PURSUANT TO SECTION 73 OF
THE *ACCESS TO INFORMATION ACT*

Sections and Powers, Duties or Functions

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10	Refuse to acknowledge or deny the existence of records
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13	Exempt information obtained in confidence
14	Exempt information pertaining to federal-provincial affairs
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16	Exempt information pertaining to law enforcement and investigations
17	Exempt information pertaining to the safety of individuals
18	Exempt information pertaining to the economic interests of Canada
19	Exempt personal information
20	Exempt or disclose third party information
21	Exempt information pertaining to advice, decision-making processes of government plans and positions etc.
22	Exempt information pertaining to testing procedures or audits
23	Exempt information pertaining to solicitor-client privilege
24	Exempt information subject to statutory prohibitions or other *Acts* of Parliament
25	Sever information
26	Exempt information to be published within 90 days
27(1)(4)	Notify third parties of their rights to provide comments/representations regarding the disclosure of their records
28(4)	Receive third party representations; make a decision as to whether to disclose the record or part thereof; and, notify third party of right to appeal to Federal Court
29(1)	Disclose information on Information Commissioner's recommendation
33	Advise the Information Commissioner of any third party involvement

35(2)	Make representations to the Information Commissioner during an investigation
37(4)	Release information to complainant
43(1)	Issue a notice to a third party of an application for Court review
44(2)	Issue a notice to an applicant that a third party has applied for Court review
52	Request special rules for hearings
69	Exclude Cabinet Confidences
71	Inspect and exempt information in manuals
72(1)	Prepare Annual Report to Parliament
77	Carry out responsibilities conferred to the Head of the institution by the regulations made under section 77 which are not included in the above

SCHEDULE B

DEPARTMENT OF INDIAN AFFAIRS AND NORTHERN DEVELOPMENT
SCHEDULE TO DELEGATION ORDER

DESIGNATION PURSUANT TO SECTION 73 OF
THE *ACCESS TO INFORMATION ACT*

Sections and Powers, Duties or Functions

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35(2)	Make representations to the Information Commissioner during an investigation
43(1)	Issue a notice to a third party of an application for Court review
44(2)	Issue a notice to an applicant that a third party has applied for Court review

APPENDIX C

AANDC 2011-2012 Statistical Report on the Administration of the *Access to Information Act*.

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Aboriginal Affairs and Northern Development Canada

Reporting period: 4/1/2011 to 31-Mar-12

PART 1 – Requests under the *Access to Information Act*

1.1 Requests

	Number of Requests
Received during reporting period	470
Outstanding from previous reporting period	136
Total	606
Closed during reporting period	518
Carried over to next reporting period	88

1.2 Sources of requests

Source	Number of Requests
Media	82
Academia	15
Business (Private Sector)	64
Organization	24
Public	285
Total	470

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	10	46	15	15	2	4	3	95
Disclosed in part	5	78	40	27	11	46	38	245
All exempted	1	5	1	10	0	3	0	20
All excluded	0	2	0	0	0	1	0	3
No records exist	14	48	11	1	2	0	0	76
Request transferred	4	0	0	0	0	0	0	4
Request abandoned	43	10	5	2	1	4	1	66
Treated informally	8	1	0	0	0	0	0	9
Total	85	190	72	55	16	58	42	518

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	3	16(2)(a)	1	18(a)	11	20.1	0
13(1)(b)	0	16(2)(b)	1	18(b)	7	20.2	0
13(1)(c)	14	16(2)(c)	4	18(c)	0	20.4	0
13(1)(d)	0	16(3)	1	18(d)	1	21(1)(a)	61
13(1)(e)	0	16.1(1)(a)	1	18.1(1)(a)	10	21(1)(b)	47
14(a)	11	16.1(1)(b)	0	18.1(1)(b)	1	21(1)(c)	38
14(b)	7	16.1(1)(c)	1	18.1(1)(c)	0	21(1)(d)	10
15(1) - I.A.*	4	16.1(1)(d)	0	18.1(1)(d)	0	22	5
15(1) - Def.*	0	16.2(1)	0	19(1)	195	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	1	23	67
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	67	24(1)	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	24		
16(1)(b)	2	17	4	20(1)(d)	22		
16(1)(c)	9						
16(1)(d)	0						

*I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	4	69(1)(a)	12	69(1)(g) re (a)	25
68(b)	0	69(1)(b)	2	69(1)(g) re (b)	0
68(c)	1	69(1)(c)	4	69(1)(g) re (c)	0
68.1	0	69(1)(d)	2	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	18	69(1)(g) re (e)	0
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	3	92	0
Disclosed in part	8	237	0
Total	11	329	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	26090	16694	95
Disclosed in part	247019	95776	245
All exempted	1089	3	20
All excluded	359	314	3
Request abandoned	30577	0	66

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Requests	Pages disclosed	Requests	Pages disclosed	Requests	Pages disclosed	Requests	Pages disclosed	Requests	Pages disclosed
All disclosed	64	1016	19	3625	8	4005	3	764	1	7284
Disclosed in part	85	2465	70	11306	37	16010	44	44907	9	21088
All exempted	15	3	5	0	0	0	0	0	0	0
All excluded	2	0	1	314	0	0	0	0	0	0
Abandoned	59	0	2	0	1	0	3	0	1	0
Total	225	3484	97	15245	46	20015	50	45671	11	28372

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	27	5	1	0	33
Disclosed in part	125	40	51	0	216
All exempted	13	0	1	0	14
All excluded	1	0	0	0	1
Abandoned	8	10	0	0	18
Total	174	55	53	0	282

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
85	52	33	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	2	2	4
16 to 30 days	0	2	2
31 to 60 days	2	1	3
61 to 120 days	9	8	17
121 to 180 days	5	7	12
181 to 365 days	8	17	25
More than 365 days	7	15	22
Total	33	52	85

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	21	1	2	5
Disclosed in part	95	21	57	26
All exempted	2	0	5	8
All excluded	0	1	0	0
No records exist	3	0	0	0
Request abandoned	6	0	3	1
Total	127	23	67	40

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	16	4	17	0
31 to 60 days	19	0	12	29
61 to 120 days	19	4	16	6
121 to 180 days	63	13	20	4
181 to 365 days	6	2	2	1
365 days or more	4	0	0	0
Total	127	23	67	40

PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	# of Requests	Amount	# of Requests	Amount
Application	383	$1,915	135	$675
Search	3	$751	0	$0
Production	0	$0	1	$132
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	3	$103	8	$540
Total	389	$2,769	144	$1,347

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	148	5383	20	521
Outstanding from the previous reporting period	12	380	2	0
Total	160	5763	22	521
Closed during the reporting period	155	5456	22	521
Pending at the end of the reporting period	5	307	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	48	59	5	1	0	0	0	113
Disclose in part	13	17	2	0	0	0	0	32
Exempt entirely	1	1	2	0	0	0	0	4
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	3	2	0	0	0	0	0	5
Other	0	0	1	0	0	0	0	1
Total	65	79	10	1	0	0	0	155

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	7	6	2	0	0	0	0	15
Disclose in part	3	2	0	0	0	0	0	5
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	1	0	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	11	9	2	0	0	0	0	22

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	13	3
16 to 30	12	9
31 to 60	2	1
61 to 120	6	6
121 to 180	8	8
181 to 365	7	7
More than 365	1	1
Total	49	35

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		$568,790
Overtime		$6,146
Goods and Services		$174,034
• Professional services contracts	$141,471	
• Other	$32,563	
Total		**$748,970**

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	0	13	13
Part-time and casual employees	0	1	1
Regional staff	0	0	0
Consultants and agency personnel	2	9	11
Students	0	0	0
Total	2	23	25